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APPLICANTS Shmuel Shaffer, Palo Alto, CA; Shantanu Sarkar, San Jose, CA; Labhesh Patel, Mountain View, CA; Joseph F. Khouri, San Jose, CA;					
** CONTINUING DATA ***** None RDT					
** FOREIGN APPLICATIONS ***** None RDT					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 11/18/2003					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged		STATE OR COUNTRY CA	SHEETS DRAWING 2	TOTAL CLAIMS 37	INDEPENDENT CLAIMS 5
ADDRESS 05073					
TITLE Method and system for managing calls of an automatic call distributor					
FILING FEE RECEIVED 1224	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		